

Why Arete?

**Building Resilience.
Together.**



Who We Are

At Arete, we know people.

We believe that building resilience within people and the organizations that support them is important work—the most important work. This drives us to pour everything we have into what we do—supporting Canadian organizations and the people connected with them to be the very best they can be. Every, single, day.

For more than a decade we've been focused on delivering the highest quality, comprehensive and flexible assistance programs to businesses and people across the country—in both our official languages. We're proud to say that our programs and service delivery are constantly tried and tested, and continue to lead the way in the industry.

Read on for more on Arete, our programs and how our approach can help you pave the way toward resilience.

Our Approach

Our innovative and agile approach to assistance programs—and the evidence-based results we see in the people and businesses who access ours—is unique in this industry, and what makes us a proven partner and collaborator in this space.

Our Approach

Focus on People

Like you, we know that people matter most. That's why we put our energy into making the Arete experience wholly unique for our clients.

Mental Health Matters

The Canadian Mental Health Association estimates that one in five Canadians will experience a mental health problem or illness within any given year. It will come as no surprise then, that the impact of employee mental health issues on businesses—and our public health care system—is significant. We know this, and it's what inspires us to create programs that tackle these issues and see results. Our independent research reports significant improvements in personal mental health, resilience and work performance for users, as well as a reduction in the need to access the public health care system. These improvements are great for news for businesses, and our country as a whole.

The Perfect Fit

When clients contact us for support, they first have a confidential conversation with a member of our experienced intake team. This team is trained to actively listen with empathy and compassion to clients' concerns and work with them to identify and match them with a professional from our extensive Canadian network. While other providers simply offer a list of professionals based on location, we know that fit is critically important. In fact, recent research using Arete data revealed that the quality of the client/professional match is the most significant predictor of achieving positive changes in the workplace, so we spend the time to make sure the professional we're referring to is best suited to meet the client's needs, and most likely to produce a successful outcome. In rare instances where a client isn't happy with the fit, we will always assign a new professional.

The Practice of Privacy

Personal privacy is a fundamental right that we take very seriously. All of our employees are bound by a confidentiality agreement and any personal information about any of our clients is collected in accordance with privacy legislation.

Unique to us, the only document that includes a client's name is the signed consent form that is required after the first professional session. Any subsequent communications or reports never include names or other identifying information, but instead uses a confidential client coding system to protect their privacy.

Setting the Bar

We know that a significant amount of the success of our programs rests on the professionals in our network. Because of this, we set the bar for our professional network very high, and have rigorous monitoring processes to ensure they are meeting our expectations, and continuing to deliver the outstanding support we, and our clients, have come to expect.

In addition to being a good fit with our 'people-first' culture, our network of counsellors come equipped with at least a Masters degree and five years of post-graduate experience in their field of practice, provide annual proof that they are a member in good standing of their relevant professional registering body and have, at minimum, \$2 million in professional practice insurance. Other specialized professionals in the network are similarly held to the highest standards, and are required to provide annual proof of their standing with a relevant professional body.

We also offer every client that connects with our network the opportunity to provide feedback (administered and analyzed by an independent research firm on our behalf) on the process as a whole. Our latest summary of results indicated that the network and intake process continue to exceed expectations, with 96 per cent of clients reporting they were satisfied and would use the service again.



Made to Measure

While most assistance program providers offer their products as static, off-the-shelf offerings, we know that one size simply doesn't fit all.

Customized with Care

While our programs and services include all the things you'd expect to see in a highly qualified provider (like comprehensive utilization reports, assigned program management support, staff training and high-end promotional materials and resources, among others), we also offer our clients the flexibility to make the programs exactly what they need to be to suit their business, including the number of counselling hours they want to offer in a program and the amount and type of specialized services. In fact, the only place we're rigid in our offerings is ensuring our clients receive the consistently excellent, uniquely human Arete experience across all our interactions.

We know
**one size simply
doesn't fit all.**

Transparent by Design

Transparency and accountability are cornerstone values for us. That's why we've built the administration of our programs and services in ways that continually exceed the highest standards, and stand out from the crowd.

Billing with Conscience

With employee assistance programs in particular, clients often worry about the possibility of paying twice for the service (once through the employee assistance program and again through the psychological coverage). To help our clients proactively mitigate any real or perceived risks of this happening, Arete clients access support or guidance through our professional network and we are billed directly for those services by the professional. No billing or transactions take place between the professional and the client or their insurance plan or health benefits (i.e. psychological services).

Reporting that Works

We know how important quality reporting is to effective and strategic decision-making. Using our proprietary reporting tool, e-Tera—a secure, integrated powerhouse that effectively supports the maintenance of our professional network, houses data for research initiatives, powers our volume reporting and manages billing, among a number of other ongoing tasks—we are able to get our clients what they need to make decisions that impact their business. We also make it a priority to collaborate with our clients—always ensuring our service reporting is supportive and meets their needs, while encouraging them (or an independent organization) to audit our services annually.

Priced to Perfection

Our pricing model is singular in the marketplace and offers our clients transparency around the utilization and cost of services. Where other providers will charge a flat-rate, monthly premium per member per month, most of our programs offer a blended-usage pricing model that combines a low monthly administration fee per member per month with usage fees for the professional sessions delivered—so, Arete clients only pay for the hours that are used by their organization/employees.

This approach ensures our clients benefit from highly competitive hourly rates for services, compared to \$175-\$200/hour in the private marketplace.

Our Approach

Backed by Evidence

We put our money where it matters most—in researching and proofing our programs to ensure our clients are getting the most out of their investment. We continually invest our revenue into leading-edge, evidence-based independent research that ensures we stay on track and that our clients continue to realize positive outcomes and build resilience. We'll always share the results of these research initiatives, so you can rest assured that you've got the evidence you need to make and support your business decisions.

Some of the more recent results we've seen include:

■ Return on Investment

For every \$1 invested in an Arive Employee Assistance Program, businesses yielded up to 11 times the financial return on investment through improved workplace productivity and decreased absences.

■ Problem Resolution and Satisfaction

Most users (93 per cent) of the Arive program reported some degree of resolution of their presenting issues, and 96 per cent reported they would use the services again with an average overall satisfaction rating of nine out of 10.

■ Benefit Equity Regardless of Demographics

Neither gender, age, marital status, time at current job, language of service access, ethnicity, education, occupational category nor certificate status was found to limit the opportunity for positive impacts realized by users of the Arive program—a support that truly works for everyone.

■ Savings on Other Benefits

Employees who resolved their problems with Arive program support had significantly reduced prescription drug claim costs, compared with those who did not access Arive.



A Working Philosophy

Our stay-at-work, return-to-work philosophy affects our whole business and how we deliver our programs and services. We know that assistance programs, when thoughtfully integrated with existing absence and disability management programs, are identified as a critical condition for success and proven to be effective in reducing health claims associated with mental health issues—one of the fastest growing categories of disability costs in Canada. We work with clients to customize our assistance management, while protecting the confidentiality of individual employees. This helps to support both employees who are struggling, and the staff committed to managing their disability or sick leave claims. And through our programs, we see results.

A recent independent study using Arete Arive Employee Assistance Program data revealed:

- Employees who resolved their presenting problems using Arive had a reduced likelihood (3.3 times less likely) of making a long-term disability claim in the following 12-month period.
- For employees who were on disability or absent from work when they accessed Arive, over two-thirds (64 per cent) reported returning to work during or shortly after using services, with all users reporting that counselling helped in their return to work.

Our **stay-at-work,**
return-to-work
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Our Programs

The quality and flexibility of our programs and our unique approach to delivery sets us—and our clients—apart from the crowd. While larger providers are focused on out-of-the-box offerings and volume, we focus on fit—making sure the plan is flexible enough to compliment the nuances and complexities that make your business exceptional.

Our four main programs: Arive®, Acumin®, ARAP™ and Resolv®, focus on the whole business—ensuring clients have access to the personal and organizational support tools they need, no matter their structure or strategic goals.

Arive[®] Employee Assistance Program

The business costs of poor mental health are significant. Canadian employers know firsthand how costly low productivity due to employee presenteeism (working while unwell) and high absenteeism of employees due to poor mental health is for their businesses. Arive helps business owners effectively protect and support employees or members and their families through a high-quality, confidential counselling system and access to other, specialized guidance and services. The real story on Arive, however, is that it is a completely customizable, evidence-based super tool that improves health, productivity and engagement among employees and realizes savings across other lines of benefits—it’s a product you need in your toolkit.

Some of the many flexible features, supports and tools available through Arive include:

Helping Employees

- Personal, family and relationship counselling
- Managing work-related challenges
- Nutritional guidance
- Eldercare issue support
- Personal legal or financial guidance
- Childcare navigation support

- Physical activity guidance
- Support for addiction or dependency concerns
- Online individual health resources
- Family member program access
- Range of delivery options (in person | video | phone)

Helping Owners & Managers

- Program information sessions for staff
- Promotional program materials
- Employer human resources guidance for people management issues

- Online management support resources
- Strategic workplace wellness consultations for employers
- Support for workplace critical incidents

Helping Insurers

- Assigned Arete Program Management Advisor

- Detailed utilization reports

Acumin[®] Business Assistance Program

When one of your clients faces an unexpected business challenge that requires an expert opinion, Acumin can help. This program supports businesses without the financial resources to address complex human resources, legal and financial guidance on their own. Through Acumin, they have access to a carefully curated online library of business information and resources with one-on-one telephone guidance from Canadian experts and trusted professionals who understand the challenges businesses face. In short, it's a unique tool to help owners manage all aspects of their business.

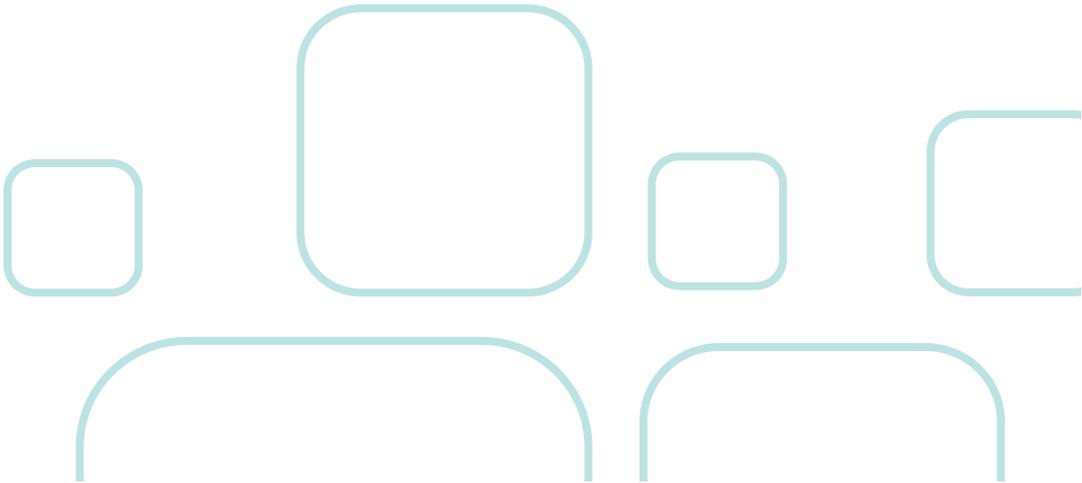
These are the Acumin features our clients find most valuable:

Helping Organizations

- Human resources guidance
- Legal issue guidance
- Financial issue guidance
- Online library of business support resources
- Support for workplace critical incidents
- Employer-referred psychological counselling for employees

Helping Insurers

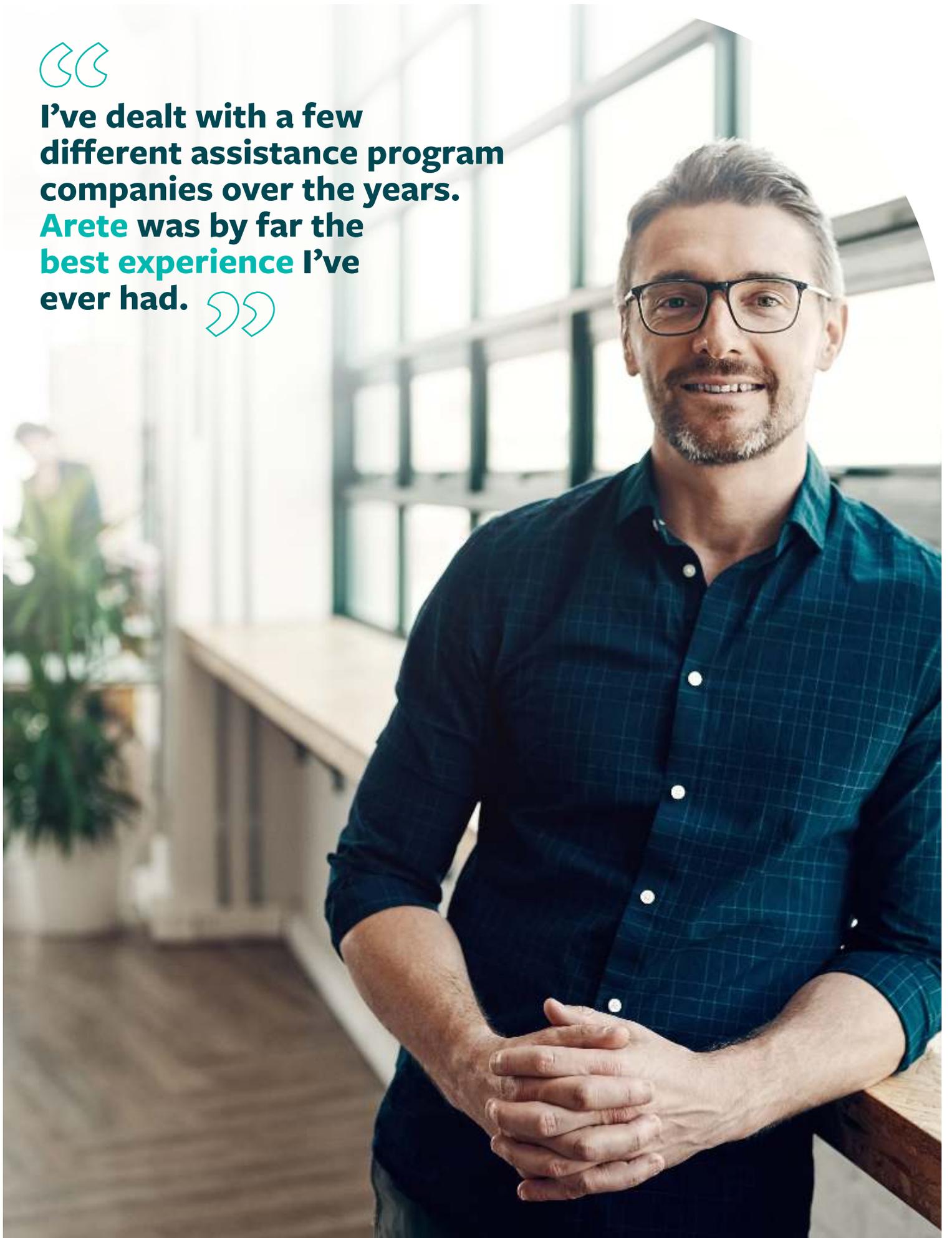
- Assigned Arete Program Management Advisor
- Detailed utilization reports





I've dealt with a few different assistance program companies over the years.

Arete was by far the best experience I've ever had.

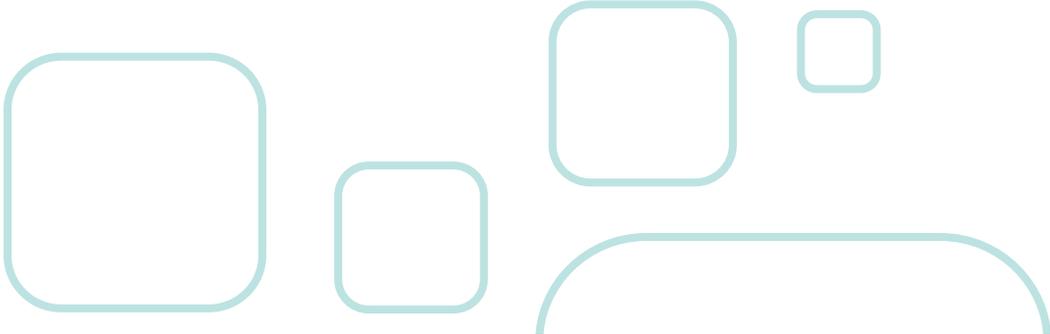


ARAP™ Retiree Assistance Program

As Canadians make the shift from ‘employee’ to ‘retiree,’ finding new ways to help them protect and maintain their wellness becomes increasingly important. New stressors and risks are often encountered during the transition into retirement that can have profound effects on the health of individuals and their families, and escalate costs for the insurance plans who support them. The challenge for Canadian organizations is finding effective ways to respond to these needs, while helping retirees maintain a sense of well-being, independence and quality of life. Enter ARAP. Providing counselling and specialized guidance for Canadian retirees, ARAP uniquely supports this demographic—empowering them to be resilient throughout this stage of their lives and enjoy a healthy and positive retirement experience.

Much like Arive, ARAP includes a number of flexible tools and features:

Helping Retirees	Personal, family and relationship counselling Nutritional guidance Caregiving support Personal legal or financial guidance	Physical activity guidance Online individual health resources Spouse/partner member program access Range of delivery options (in person video phone)
Helping Insurers & Member Organizations	Promotional program materials Detailed utilization reports	Assigned Arete Program Management Advisor



Resolv[®] Claims Assistance Program

Does your organization offer property and casualty insurance? Are you looking for a way to stand out from the crowd? Resolv is the tool you need. Available to claimants with home and/or auto insurance, Resolv adds counselling support as a tool in your claims adjuster's toolbox. We know that when members' emotional needs are met after a significant loss or trauma, they are better able to work with their adjuster to resolve the claim and carry on with their lives. With the goal of supporting members to get back to their resilient selves while achieving quicker claims resolution, Resolv is the answer for effective claims management that sets the bar in the industry.

Here's an outline of some of our unique Resolv features:

Helping Members

Personal counselling to address grief, loss or trauma
Online individual health resources

Family member program access
Range of delivery options
(in person | video | phone)

Helping Adjusters

Promotional program materials

Adjuster training support

Helping Insurers

Promotional program materials or content
Detailed utilization reports

Assigned Arete Program Management Advisor



From the first contact with **Arete's intake personnel** to my final session with the counsellor, I felt **safe & understood.**



Why Arete?

- **We focus on people.**
- **We tailor our programs to your business.**
- **We are transparent and accountable.**
- **We invest in research.**
- **We have a philosophy that serves all.**

**We're your partner
in resilience.
We are Arete.**



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